

Cancellation Policy

14 days or more in advance:

If for any reason you cancel your adventure package with Alyeska Outdoor Adventures, 14 days or more in advance, a full refund will be given. Or, if you prefer, we can attempt to reschedule you for a different date.

7 to 13 days in advance:

If for any reason you cancel your adventure package with Alyeska Outdoor Adventures, 7 to 13 days in advance, a 50% refund will be given, and no attempt to reschedule will be offered.

Less than 7 days in advance:

If for any reason you cancel your adventure package with Alyeska Outdoor Adventures, less than 7 days in advance, no refund will be given, and no attempt to reschedule will be offered.

No-show or miss the departure time:

If you are a no-show or miss the departure time of your adventure package with Alyeska Outdoor Adventures, no refund will be given, and no attempt to reschedule will be offered. This includes missing your scheduled adventure due to weather conditions.

Guide Cancellation:

If the guide or adventure contractor with and/or without Alyeska Outdoor Adventures, cancels an adventure package due to severe weather conditions, or any other unforeseen circumstances that may arise, a partial refund will be given for the portion of your adventure that has been cancelled. Or, if you prefer, and your adventure tour was not already in progress, we can attempt to reschedule you for a different date. If you were able to participate in other segments of your adventure package, then those segments will not be refunded.

Cancellations by Alyeska Outdoor Adventures

- If deemed by Alyeska Outdoor Adventures that any cancellation of your adventure package that is already in progress is directly contributed by Alyeska Outdoor Adventures, a full refund will be given to you for your inconvenience. If the cancellation was contributed by a contracted company that Alyeska Outdoor Adventures uses for their adventure packages, then it is up to the discretion of said company whether or not they will offer a refund due to the cancellation.
- If deemed by Alyeska Outdoor Adventures that any cancellation of your adventure package that is already in progress is caused by events or situations that are not directly contributed by Alyeska Outdoor Adventures, or its contractors, no refund will be given.
- We reserve the right to cancel your adventure package for any reason.

Delays or cancellations can stem from numerous situations, such as, but not limited to: weather, nature, natural disasters, highway closures, vehicle maintenance, medical situations, animal encounters, or human error.

At certain times, these events may cause delays or road closures that can potentially cause our customers to miss connecting reservations. Alyeska Outdoor Adventures will not assume any transportation, room and board (hotel, motel, inn, cabin), flight reservations, cruise reservations, railroad reservations, tour reservations, or any other reserved or paid for accommodation that our customers may have missed in Anchorage or anywhere else.

In the extremely rare event that the highway between Anchorage and Girdwood is closed, we may have to overnight in Girdwood until the following day. If this happens, Alyeska Outdoor Adventures will assume no financial responsibility for your lodging, food, or transportation expenses back to Anchorage.